

OPERATING POLICIES AND PROCEDURES

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 1-01-94 REVISED:03-11-10	EFFECTIVE DATE 12-10-08	POLICY NO: VR-1
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Making a Reservation

Reserving a vehicle is easy and convenient:

Fleet Services has a new interactive on-line reservation system. Fleet's IT staff has coordinated a test along with your agency's IT staff, and we have been given approval for you to use the new on-line portal for reservations.

The link to the on-line portal is <https://Fleet.state.de.us/FleetReservations>

To log into the portal you will need to enter your 6 digit Employee ID (this can be found on your Pay Advice) and your 6-digit Department ID (this is your DDS billing code – no dashes – no spaces). For your convenience, there is a link to a tutorial that should answer any questions you have with the process.

Please note that after June, 1, 2009, only reservations scheduled via the online portal will be eligible for the 20% “preferred scheduling method” discount, so agencies are expecting their employees to use this system. (HIGHER EDUCATION; SCHOOL DISTRICTS AND HOUSING AUTHORITY ARE EXEMPT). If you experience any difficulties or have any questions, feel free to call Fleet Services at 302-739-2277, or email FleetReservation@State.DE.US . Please do not use the back arrow at top of page if you make a mistake or need to go back for any reason (you will get kicked out of portal and/or receive an error message). Please use the back tab at the bottom of the page, next to the continue tab. Thank you.

All changes and cancellations of reservations must still go through Fleet Services.

Also, if you have trouble using the calendar please note:

The calendar issue is something that we cannot correct on our end. The IT department has informed us that it is an issue relating to the “resolution” setting on certain employees computers. You will need notify your IT department of the problem, and they can easily correct it for you. (you must click on TIME FIRST before you click on a date....if not will do Time Now....)

Any questions or concerns, please feel free to contact our office at 739-2277 (800-273-2277). Thank you, in advance, for your understanding and cooperation in the privilege to use our state vehicles.

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Exempt employees may continue to make a reservation the following way(s).

By Fax: (302) 739-5450

E-Mail address: fleet.reservation@state.de.us

By Intranet: <http://intranet.state.de.us/dss/contact.shtml>

By Intranet: <http://gss.omb.delaware.gov/>

By Phone: (302) 739-CARS

Please supply the following information with your reservation request:

- Your name, phone number, and fax number
- Your driver's license number
- Type of vehicle preferred (sedan, truck, mini-van, etc.)
- Number of people traveling in your vehicle
- Date and time you intend to pick up your vehicle
- Your destination
- Anticipated return date/time
- Any change from your standard billing code

Any special requests (car phones, two-way radios, special lights, etc.) should be made to the authorized driver's Department/Agency. That Department/Agency shall control disbursement of such equipment.

If a Non-State Owned tagged vehicle is required, please refer to the Vehicle Registration/Identification section of this manual. ([Policy VO-16](#))

Confirming a Reservation

Fleet Services will normally confirm all reservations within two (2) business hours, by e-mail, after receipt of reservation during business hours of 7:30 a.m. to 5:00 p.m. Monday thru Friday, excluding holidays. With security and identity theft a growing concern, Fleet will not manually fax or scan any reservation confirmations directly to individuals.

Reservation confirmations will indicate the vehicle pick-up site and the location where the authorized driver can acquire vehicle keys (see [Pick-Up Site Hours/Locations of Motor Pools](#)).

Late Reservations

Reservations made less than two-and-one-half (2.5) business hours prior to the vehicle pick-up time will be considered late. Late reservations are taken on a first-come, first-served basis. Fleet Services cannot guarantee a vehicle if it is reserved late, although every effort will be made to meet the authorized driver's transportation needs.

Late reservations are not eligible for the 20% discount.

Emergency Reservations

Emergency vehicle requests can be made by phone less than 2.5 business hours in advance. Fleet Services will guarantee the authorized driver a vehicle in emergency situations.

Emergency reservations must be consistent with the authorized driver's Department/Agency emergency vehicle policy and will be documented in Fleet Services files. Copies are available from your department/agency. Please be aware that requesting a vehicle on an emergency basis should be considered serious and may cause considerable inconvenience to other drivers.

Emergency reservations will be confirmed at the time of the request.

Canceling a Reservation

Cancellations can be made by fax, e-mail, or phone without penalty when Fleet Services is notified at least 2.5 business hours prior to the scheduled pick-up time.

Cancellations made less than 2.5 business hours prior to the scheduled pick-up time will result in a penalty charge assessed to the driver's agency. (See [Fleet Services Rental Rates \(Policy VR-4\)](#)).

No-Show Reservations

A reservation will be declared a No-Show if a vehicle is not picked up within one hour after the scheduled pick-up time.

Fleet Services will not guarantee a vehicle for authorized drivers who arrive one hour after their scheduled pick-up time.

Authorized drivers may change their reservation pick-up time up to one hour past the scheduled pick up time without penalty.

The penalty for a No-Show reservation is payment of a full day's rental rate to compensate for lost revenues due to the vehicle being unavailable for other drivers.

Emergency Weather Policy

The Emergency Weather Policy goes into effect in any area where the Governor has declared a weather emergency and in areas where state offices are closed. Reservations will automatically be cancelled at no charge when any one of the following weather-related emergencies is met:

- a) Drivers are scheduled to attend a meeting in an area that is closed.
- b) Drivers work in an area that is closed.
- c) Drivers are scheduled to pick up a vehicle in an area that is closed.

When an authorized driver does not wish to drive because of local weather conditions, but an official State of Emergency does not exist, that authorized driver must cancel their reservation. Upon request, the Fleet Administrator will review such cancellations to determine if late cancellation surcharges are warranted.

Return of Fleet Services Pool Vehicles

All Fleet Services vehicles must be returned to the pick-up site at the motor pool of origin. Prior approval from Fleet Services must be obtained if a vehicle is to be returned to a site other than its origin.

The cost for returning a vehicle to a site other than its origin is \$125.00, payable by the authorized driver's Department/Agency.

If an authorized driver returns a vehicle during normal business hours, that driver must hand the keys back to the Key keeper. If an authorized driver returns after normal business hours, the driver must put the keys in the locked key box at the vehicle pick-up site.

Vehicles must be returned to the pick-up site no later than the confirmed, return date/time to ensure availability for the next reservation.

Rental Rates

Daily Rental Rates: See Fleet Services Rental Rates ([Policy VR-4](#))

Short-term Rental Rates: See Fleet Services Rental Rates ([Policy VR-4](#))